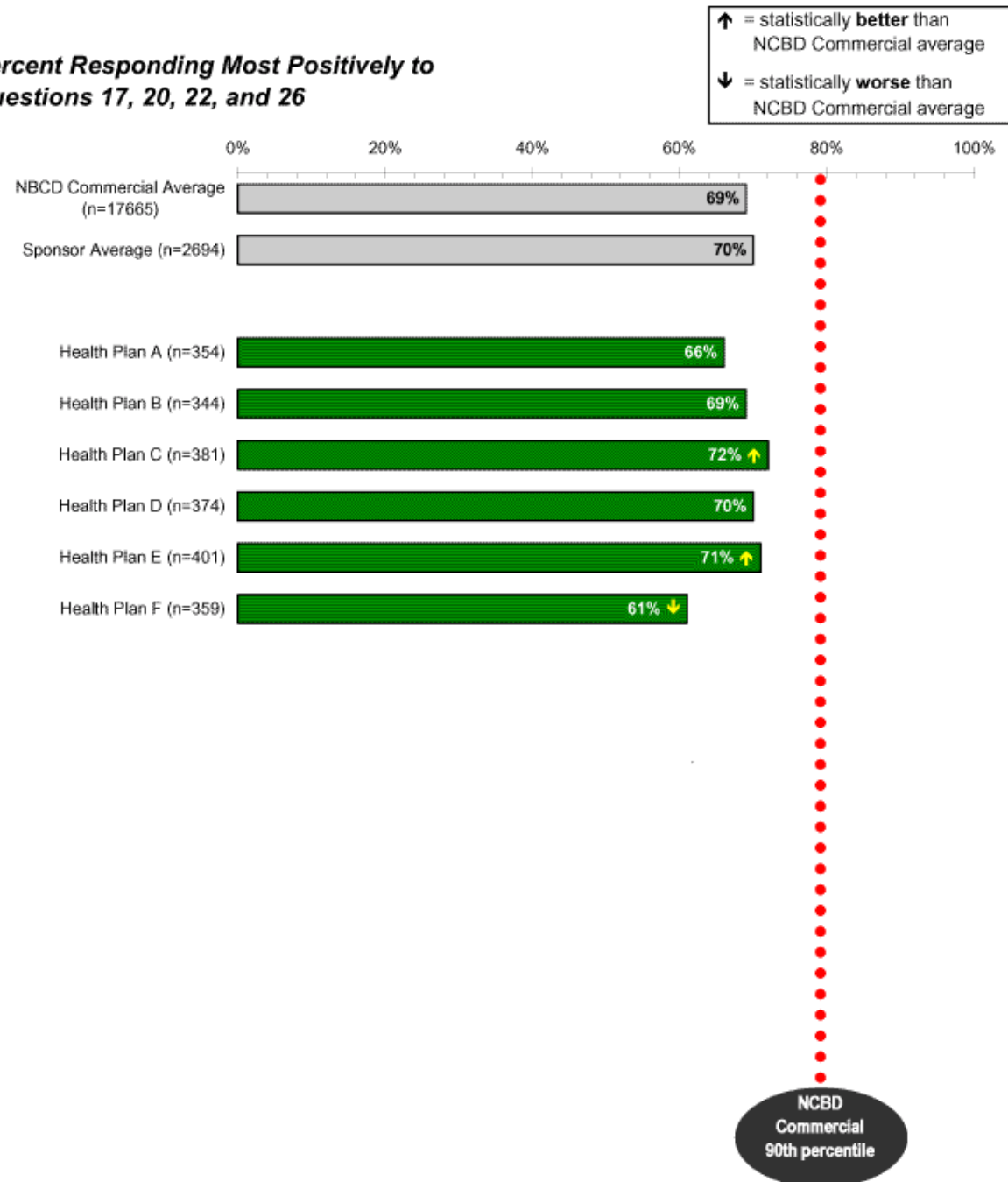


Getting Care Quickly

This chart summarizes the most positive responses to survey questions 17, 20, 22, and 26 contained in the composite "Getting Needed Care." Individual question-level responses immediately follow.

Percent Responding Most Positively to Questions 17, 20, 22, and 26



NOTE: Survey results presented in this report are based on the participants in the 1999 NCBD. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. These results were adjusted for member age and health status. The sample size in parentheses represents the number of cases responding to each question.

To provide a point of comparison for the CAHPS Composites, the National CAHPS Benchmarking Database (NCBD) established benchmarks at the 90th percentile. The benchmark is based on scores achieved by the top ten percent of health plans reporting to the database.

Provided by NCBD.